

Security Services PROPOSAL



WALDEN
SECURITY®

Walden Security Officers of the Year (clockwise from left) Luis Marrero (Nashville, TN), Travis Johnson (Atlanta, GA), Bill Barfield (Chattanooga, TN), Tariia Kirk (Atlanta, GA), and Lee Riley (Dallas, TX).

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EXECUTIVE SUMMARY

Walden Security knows that your company seeks a quality security services company that is focused, engaged and quick to anticipate and respond to your needs. We understand you want a proactive security partner with a like-minded vision to provide an exceptional, customized security program at the greatest value.

You've found it in Walden Security.

We will work harder than any security services provider and as a security services consultant, seeking to provide continuously evolving, custom-fit service and enacting continuous improvement through our quality management system. We will work with you, not just for you, as a true security partner and trusted security advisor.



WHY WE'RE THE BEST-QUALIFIED CHOICE TO MANAGE YOUR SECURITY PROGRAM

Established in 1990 by law enforcement professionals Amy and Mike Walden, Walden Security has built our company customer by customer, rather than by mergers and acquisitions. With this growth philosophy, we cultivate personal relationships with our customers and find new ways to exceed client expectations as the company grows and diversifies.

Walden Security is not just any security company. We are the best security company out there. That's not arrogance. It's confidence. As an independent company with a fiercely independent spirit, we don't have to answer to shareholders or any other outside force. We only answer to our own integrity, our own sense of right and wrong. By operating this way, we are free to take better care of our employees, knowing that they, in turn, will take better care of our clients.

Walden Security is an industry leader in many respects, including:

- We are one of the nation's 10 largest privately-held, American-owned contract security firms, with 4,100 employees and \$162.1 million annual revenue.
- We are one of only five security companies firms in the nation with a company-wide ISO® 9001:2008 Certified Quality Management System.
- Of 200 firms nationwide, we are the largest Women's Business Enterprise National Council (WBENC) certified woman-owned business that provides security officer services.

Every day, we apply our experience, insight and integrity to provide clients like you with the best security services available. And every day, we rededicate ourselves to providing the most professional, innovative services to drive meaningful value to our clients. By challenging conventional practices in everything we do, we are able to find better ways to provide you with the quality of services you need.

THE BENEFITS OF OUR PARTNERSHIP

Why choose Walden Security? Simply stated, we believe Walden Security is the security services partner you've been looking for. Our operational model has proven successful for 25 years, which is why we are one of the nation's fastest growing security companies with a reputation as a detail-oriented service leader and responsive partner. We believe we distinguish ourselves from other security services firms in a number of important ways and enjoy significant competitive strengths, including:

Qualified People & Proven Recruiting Process – Walden Security's established recruiting, screening and selection process will provide highly qualified security officers of proven ability to successfully staff and to

exceed your expectations through our officers' exemplary service and their readiness to go beyond the scope of work.

The Latest in Security Technology – Walden Security offers our clients the option to supplement your existing physical security program with industry-leading GPS patrol technology and command center services, such as CCTV remote monitoring, virtual patrols, access control, alarm response and a 24/7 LIVE customer care call center. And our eHub customer self-service portal provides clients with anytime, online access to security officer schedules, rosters, invoices and more.

Award-Winning Employee Relations & High Employee Retention – As the security industry's employee relations leader, we go out of our way to show our employees that we value them, and our high, industry-leading retention rate demonstrates our employees' loyalty and provides you with the stability you want in a security force. We foster employee retention by offering insurance benefits, quality of life and workplace benefits, ongoing and informative communication, performance recognition and more.

Innovative Employee Training – Walden Security provides the highest level of employee preparedness through our innovative programs of instructor-led classroom training, remote study and online eLearning. We never utilize video training, because we believe that the benefits of interactivity cannot be realized by one-way delivery methods. By placing full-time, state-certified training instructors in every branch, our security officers will be compliant in all security techniques, methods and tools prior to working a shift.



Walden Security requires our supervisors and managers to participate in ongoing training to thoroughly equip them for their leadership roles.

Extensive Transition Experience – Our 25 years of experience delivering complex contract transitions demonstrates our ability to deliver a rapid and complete transition from the incumbent contractor, with no lapse in security. Our proactive, detailed approach augmented by certified systems and procedures for recruiting, scheduling, staffing, and administering security programs establishes a solid foundation for efficient service delivery, ensuring that we furnish qualified and trained security personnel at all times.

Dedicated Management & Support – Our management style is proactive and personal, and at any given time, there are several qualified people available to handle any challenge. We rely on a sizable infrastructure capable of handling numerous and substantial accounts and require ongoing collaboration between our branches and corporate teams. This guarantees that our local staffs are always empowered in problem resolution and that they always have every resource required to run a successful operation.

Certified Quality Assurance – Our company-wide ISO® 9001:2008 Certified Quality Management System (QMS) is a certification program that guarantees the highest quality of security service. Out of nearly 8,000 security firms doing business nationwide, Walden Security is one of only five security firms with a company-wide ISO® Certified QMS. That means you can rely on Walden Security to continually monitor and measure our performance and deliver exceptional service.

Guaranteed Satisfaction – With a 97% client retention rate, our level of customer satisfaction is among the highest in the security industry. Simply put, we do what we say we will. In fact, we put it in writing, providing you

with a signed Golden Guarantee to demonstrate the level of our commitment. The Golden Guarantee is simple: If you are not satisfied with the quality of our service on any shift, you don't pay. Then, we'll make it right.

At Walden Security, we concentrate our energies on building long-term relationships with clients like you. As an industry leader in client and employee retention, we deliver unmatched customer service and maintain relationships built on trust. We have built our reputation on the individual care we bring to our customers, providing the personal attention that guarantees your requirements and concerns are not just yours, but ours too. Although we are one of the fastest growing security companies in the industry, this personal approach is what sets us apart, because we're a family-owned, woman-owned, American-owned company, and we still believe that people do business with people, not companies.

In the pages that follow, you will see that you can count on Walden Security to be the customer satisfaction leader and sworn ally that guarantees unwavering confidence from our clients and from those whom we protect.

We appreciate the opportunity to earn your trust, respect and business and to demonstrate that Walden Security is "Setting the Standard by Setting the Example.®"

What Our Customers Are Saying

"Throughout our years of working together, I have witnessed a level of exceptional responsiveness and know that I can always rely on Walden Security to protect our assets better than any other contract security firm. Throughout the past several years, one thing remains the same – your customer service is unmatched, and I feel confident that your firm will exceed our expectations, as you always have, for many years to come."

– Valued Customer in Chattanooga, TN

COMPANY OVERVIEW

Walden Security has an award-winning reputation for business excellence and employee satisfaction, and we maintain our business posture by concentrating our energies on providing a highly motivated and well-trained security officer corps and the best possible service for the greatest value.

Walden Security is a recognized leader in the delivery of contract security services to commercial and government clients, including the nation's most respected real estate firms, Fortune 1,000 and other internationally recognized companies, military installations, cultural and trusted healthcare institutions, exclusive residential communities, manufacturing facilities, and mixed-use developments.

Our operational model has proven successful for 25 years, which is why we are one of the nation's fastest growing security companies with a reputation as a service leader and an innovative, responsive partner.



Our headquarters is located in historic downtown Chattanooga, TN.

AT A GLANCE

- Established in 1990 by Amy and Mike Walden
- Headquartered in Chattanooga, TN, with 4,100 employees across the nation and \$162.1 million annual revenue
- One of the nation's 10 largest privately-held, American-owned contract security firms
- One of only five security services in the U.S. to have company-wide ISO® 9001:2008 Certified Quality Management System
- State-certified Drug Free Workplace
- WBENC-certified Women's Business Enterprise
- GSA Federal Supply Service authorized contractor (Contract No.GS-07F-5806P)

WE'RE STILL DOING BUSINESS WITH OUR VERY FIRST CUSTOMER

Founded in 1990 by law enforcement professionals Amy and Mike Walden, Walden Security is a privately-held, family-owned, American-owned business, and it is this spirit that prevails among all the dedicated specialists who come together to ensure the security and protection of our clients' most important assets.

From our inception, we have built our company customer by customer, rather than by mergers or acquisitions. With this growth philosophy, we continue to cultivate personal relationships with our clients and find new ways to exceed client expectations even more effectively as we grow and diversify.

Our first branch opened in Chattanooga, TN, and we now operate fully-staffed branch offices in nine cities and satellite operations spanning from Miami, FL, to Portland, OR. We have grown to provide security services for more than 375 clients in 20 states.

EXPERIENCE THAT COUNTS

Walden Security has firmly established itself as a respected security services provider to hundreds of properties across the country. We have the experience and resources to meet the unique demands of customers in a variety of key markets. We are proud to deliver custom security programs for internationally recognized organizations, including:

AT&T

Archer Daniels Midland

Brenntag

Brown-Forman

CB Richard Ellis*

Cassidy-Turley

Colliers International

Cousins Properties

Cushman & Wakefield

Hines

Jack Daniel's Distillery

Jones Lang LaSalle

Kenco Logistics

LifeWay Christian Resources

MeadWestvaco

PM Realty Group

Parkway Realty Services

Piedmont Realty Trust

Rock-Tenn

Shaw Industries*

State of Tennessee

SunTrust Bank

Transwestern

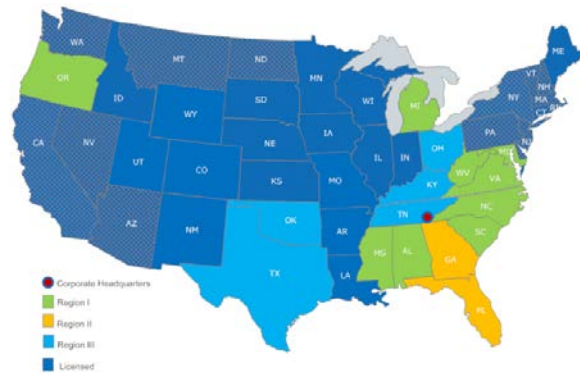
USAA

US Xpress

U.S. Department of Justice - U.S. Marshals Service

Wells Fargo

**Walden Security is a national preferred vendor*



OUR FOOTPRINT. Always there, always local, Walden Security is licensed in 32 states and the District of Columbia. Headquartered in Chattanooga, TN, Walden Security has fully-staffed local operations in nine major markets. We have 375 customers in 20 states and are financially and operationally poised for continued growth.

Location	HQ	Local Office	Regional Support Center
Corporate Headquarters	▲		■
Chattanooga, TN		●	■
Atlanta, GA		●	■
Birmingham, AL		●	
Charlotte, NC		●	
Dallas, TX		●	
Knoxville, TN		●	
Nashville, TN		●	■
Orlando, FL		●	
Richmond, VA		●	

OUR ORGANIZATIONAL STRUCTURE

At Walden Security, we realize the difference that effective management can make and we are structured to provide our clients and our colleagues with the support necessary to provide the best service available.

Walden Security's management style is proactive and personal and, at any given time, there are several qualified people available to handle any challenge: the general manager, operations managers, human resources experts, account manager and field supervisors. Devoting themselves to every detail, these are the people who actively support our local offices in all aspects of service delivery.

We require ongoing collaboration between our local office and corporate teams. This guarantees that our local staffs, and ultimately our clients, always receive every resource required to run a successful operation.

LOCAL MANAGEMENT & KEY PERSONNEL

The quality of your security services is dependent on the quality of the people who serve your account. This is where we excel. Walden Security has an experienced team of specialists to ensure that maintaining your security program is effective and efficient.

Our entire operations team possesses a comprehensive understanding of the role and expectation of every unique security function required to run a successful security program at your site.

Position	Responsibilities
General Manager	Primary point of contact for client, oversees all branch activity, oversees new account implementation, ensures compliance with contractual obligations and ISO 9001:2008 Quality Management System, implements and enforces Walden Security policies and procedures, serves as primary branch liaison with corporate headquarters.
Senior Operations Manager	Assists the General Manager in implementing policies and procedures within the Operations Department, responsible for operations managers, account managers and security personnel seven days a week, handles emergency/extra coverage, oversees Operations Managers in meeting client needs, meets with clients regularly, listens to issues, provides security and technical expertise and solutions, directs operations activities related to new account implementation, reviews reports, resolves problems, conducts performance evaluations and reviews.
Operations Manager	Ensures Walden Security meets all contractually scheduled hours with minimal personnel turnover or overtime, creates and manages security officer schedules, develops and maintains Post Orders, handles emergency staffing placement, manages uniforms, equipment, supplies and vehicle inventory, reconciles security logs against shift responsibilities and patrols, reviews incident reports and conducts preliminary investigations, performs account audits inspections, completes documentation in compliance with ISO 9001:2008 Quality Management System.
HR Manager	Manages all recruiting and training of new and rehired employees, collaborates with branch operations to identify personnel needs, recruits, screens and selects qualified candidates, ensures branch compliance with state and federal labor laws, training, licensing and certification requirements and ISO 9001:2008 Quality Management System certification, conducts employee counseling sessions and exit interviews.

Position	Responsibilities
State-Certified Training Manager	Analyzes and determines training needs for contracts, schedules and conducts pre-assignment and on-the-job training, conducts certification and licensing classes, assigns and facilitates refresher training and eLearning, provides in-service training related to changes in policies, procedures, regulations, and/or technologies, keeps records and prepares reports through eLearning Management System.
HR Assistant	Assists with recruiting, screening and selection of employees, assists with coordinating and scheduling training classes, orders uniforms and duty gear, assists with personnel documentation and recordkeeping, provides employees with benefits information as needed, assists with payroll preparation, answers DOL unemployment inquiries, prepares separation notices and completes verification of employment requests, performs other clerical duties as needed.
Field Supervisors	Work with the branch operations team to ensure that our performance and appearance in the field are exceptional at all times, conduct random, unannounced visits to conduct quality assurance checks on security officer performance, provide after-hours support and response to sites when needed, maintain patrol vehicles, deliver uniforms and equipment to client sites, fill open posts as needed.

What Our Customers Are Saying

“We consider the security team to be an integral part of our day-to-day operations. Walden Security’s local management combined with their commitment to security officer training and employee retention are just a few of the things that contribute to the success of our partnership. There has never been an officer stand post without meeting or exceeding every contract requirement.”

– Valued Customer in Chattanooga, TN

IMPLEMENTING YOUR SECURITY PROGRAM

The transition to Walden Security is an organized and thorough process which anticipates all possibilities before the first day of service. By preparing for the unexpected, we are ready to start services as contracted, with no disruption to your daily business and no lapse in security.

THE TRANSITION PROCESS

Our typical transition is a 30-day process designed to ensure a successful contract start. Our dedicated transition team conducts the implementation in four phases, each building on the previous phase. We are always ready to start service as contracted, and after 25 years of executing hundreds of account transitions, our experience reflects our understanding of this critical undertaking for every client.

TRANSITION TASKS	TRANSITION				
	PHASE 1	PHASE 2	PHASE 3	PHASE 4	Post-Transition
Transition team holds internal kick-off meeting					
Transition team meets with client					
Transition team tours site(s), meets incumbent officers					
HR hosts recruiting Town Halls for incumbents					
HR recruits, screens, interviews for open positions					
Progress meeting with client – Phase 1					
HR finalizes staff selection					
Order equipment, vehicles, technology					
Operations drafts Post Orders					
HR processes all employees; orders uniforms					
Training conducts ISOT and orientation					
Operations builds master schedules in WinTeam					
Progress meeting with client – Phase 2					
Training conducts OJT and specialized training					
Operations presents draft Post Orders to client					
Operations determines KPIs and reports					
Operations issues uniforms and equipment					
Progress meeting with client – Phase 3					
Operations finalizes security officer schedules					
Operations presents final Post Orders					
Training completes and confirms all training					
Operations delivers uniforms, equipment, vehicles, etc.					
START-UP – Transition team will be onsite					
Conduct QA review, begin ongoing monitoring, reports, notification					
Set up eHub Customer Self-Service portal, train client on system					

SECURITY OFFICER STAFFING & TRAINING

The best way to deliver reliable and responsive security is to match the ideal candidate to each position, which is why Walden Security uses an extensive screening process when selecting new employees.

RECRUITING

Walden Security human resources teams recruit individuals with traits indicative of honest, productive, customer service-oriented security professionals. We attract quality employee candidates because of our above-market wages and generous benefits, professional human resources staff to facilitate the entire recruiting effort and reputation as a great employer.

SCREENING & SELECTION PROCESS

Before we extend an offer of employment, every security officer candidate must pass our comprehensive screening and selection process, including E-Verify, third-party background check and drug screen.



SECURITY OFFICER TRAINING

Making a continual investment in comprehensive training, Walden Security maintains a perpetual learning environment so that we may provide customers with fully-trained security officers who are highly prepared to handle the daily challenges and emergency needs of the workplace. We believe it is critical to thoroughly prepare an individual prior to site placement and to continue to develop them through ongoing training.

- We require every new officer to complete instructor-led, classroom Initial Security Officer Training before site assignment, where he or she will receive additional on-the-job training.
- To maintain the desired level of proficiency, we deliver in-service, refresher training throughout the year.
- We offer more than 100 courses on our eLearning Management System
- We also offer every Walden Security employee the opportunity to pursue advanced training and continuing education, including tuition reimbursement, Four-Star Training, and professional certification scholarships, which often lead to bonuses and wage increases.

TRAINING ADMINISTRATION POWERED BY TECHNOLOGY

Our eLearning Management System (LMS) is a powerful online platform that delivers and administers online training for every Walden Security employee to help ensure that we are compliant and up to date with all training, license and certification requirements.



Features and benefits of our LMS:

- Tracks compliance with contractual, state and federal licenses and certification requirements. As licenses and certifications are about to expire, the LMS automatically alerts the local training manager, who notifies the employee to begin the license and recertification process.
- Monitors the progress and completion of assigned courses in real time. Local training managers can instantly check course progress, print certificates of completion and view student transcripts.
- Provides customized reporting for all training records. Examples include contract compliance, test scores, site-specific training completion, and overall site completion percentages.
- Allows our instructors to focus on training our security officers without the burden of manual paperwork

EMPLOYEE RETENTION

We take great pride in the fact that our employee retention rate far exceeds the industry standard, a stability we accomplish in part with our incentive and recognition programs designed to improve security officer performance. We strive to be the employer of choice in our industry. Passionately dedicated to those who choose to work for us, we foster a culture that attracts and retains talented individuals. We encourage and enable them to succeed, always recognizing their stellar performance.

Offering a generous benefits package and giving recognition for a job well done results in a loyal, customer-focused workforce with one of the industry's lowest employee turnover rates, which saves money and ensures that your property is always in experienced, capable hands.

EMPLOYEE BENEFITS

To attract and retain the high-caliber personnel necessary to meet our clients' security needs, Walden Security offers a competitive benefits package. Meaningful benefits engender employee loyalty to our company and to our clients.

We offer generous benefits to every employee, including uniforms at no cost to the officer, paid vacation, medical, dental and vision insurance, a 401(k) retirement savings benefit with company match, an employee family scholarship, tuition assistance, an employee assistance program, direct deposit, holiday gifts and more.

Our in-house benefits team assists our employees with benefits questions and serves as a liaison between our employees and benefits service providers.

PERFORMANCE REWARDS & RECOGNITION

To be a Walden Security officer, exemplary performance – and nothing less – is expected. Walden Security officers are known for providing exceptional service to our clients, and we recognize and reward performance excellence in several ways, including Officer of the Year, Officer of the Month, commendation letters from the company president, contract performance bonuses, tenure awards, challenge coins and individual rewards for performance excellence.



In a special ceremony, President Mike Walden presents each Officer of the Year with a commemorative plaque, \$500 cash bonus, Coin of Excellence and nametag.

UNIFORMS

We understand that our officers' appearance is a direct reflection of your company. In order to maintain a professional appearance reflective of our standards and your desired image, we uphold strict uniform and appearance guidelines and conduct unannounced site inspections to confirm that our officers look their best at all times. We replace uniform items at no cost to our officers as needed due to normal wear and tear.

Standard Hard Look Uniform



ITEM	QTY
Trousers	3
Short-sleeve shirt	3
Long-sleeve shirt	3
Necktie	1
Belt	1
Bomber jacket	1
Walden Security badge shield	1
Photo ID badge	1
Name tag	1
Baseball cap (<i>campaign hat shown in photo is optional and not included in bill rate</i>)	1
Knit cap	1

Soft Look Uniform (Blazer and Slacks or Corporate Suit)



ITEM	QTY
Dress slacks	3
Blazer or suit jacket (<i>logo patch is optional</i>)	2
Long-sleeve dress shirt	3
Necktie	1
Belt	1
Walden Security lapel pin	1
Walden Security badge shield	1
Walden Security badge shield holder	1
Photo ID badge	1
Bomber jacket (<i>optional</i>)	1

ENTERPRISE TECHNOLOGY

From a 24/7 command center to a workforce management system specifically designed for the security industry, including a customer self-service portal, Walden Security consistently leverages leading-edge technology to improve efficiencies and the quality of our security services.

WORKFORCE MANAGEMENT SOFTWARE

Walden Security uses integrated workforce management software to ensure that a fully trained security officer is on post 100 percent of the time, while eliminating the burden of paper-based scheduling, payroll and invoice administration for our managers. Real-time data collection and delivery ensures a near-perfect paycheck and invoice accuracy rate, resulting in correctly paid security officers and simplified invoice processing.

Key benefits of workforce management software:

- Records and manages staff schedules at every post, keeping up with any change in real-time
- Immediately alerts managers of open posts
- Seamlessly produces accurate paychecks to our officers
- Uses our people and resources more effectively
- Reduces operating expenses by controlling overtime and job costs
- Delivers flexible, accurate and timely invoicing options to you, including electronic billing
- Allows us to immediately research and resolve any payroll discrepancies or invoice questions

We use TEAM Software components, including WinTeam Workforce Management, TeamTime Time & Attendance (T&A) System, and eHub Self-Service. Each TEAM Software component integrates with our iCIMS Online Career Center and Intellum Learning Management System.



TEAM Software workforce management technology ensures that a trained and licensed security officer is always on post, while eliminating the burden of manual scheduling, payroll and invoice administration for our managers.

TEAM Software's core solution, **WinTeam**, is a fully integrated financial, HR, timekeeping, workforce and operations management system designed for the security industry. WinTeam provides multiple data entry and inquiry points and produces both standardized and customized ad hoc reports to track events, record working hours, schedule and reschedule officers, coordinate required training, arrange logistics, manage recruiting and staffing, promptly generate accurate payroll, ensure accurate invoicing, and guarantee client satisfaction.

SCHEDULING OFFICERS TO ENSURE 100% POST COVERAGE

As a standard practice, the operations manager or account manager creates a master schedule for each account. This allows us to provide our employees with set schedules so that they are able to effectively manage their lives and schedule personal events more than a week in advance. Once the master schedule is confirmed, simple visual alerts notify our managers when it's necessary to modify their schedules to accommodate time-off requests, overtime coverage and other events that could potentially disrupt post coverage at your property.

TeamTime automates the timekeeping processes by allowing officers to clock in and out from designated telephones using their employee ID numbers. When an officer calls into TeamTime, the call is automatically logged in the system. This reduces the risk of timekeeping fraud and violation of ever-increasing U.S. Department of Labor regulations. Walden Security can configure notification alerts in cases of tardiness, absences or caller ID mismatches.

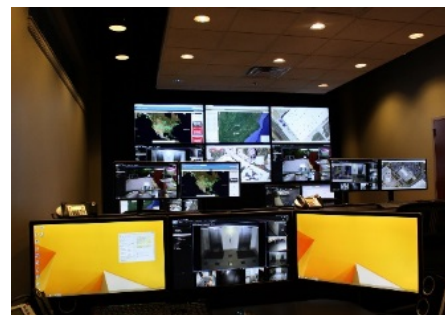
The purpose of this technology is to provide accurate paychecks to our employees and deliver error-free invoices to our clients, all while ensuring 100 percent post coverage at all times. Once the post is confirmed as worked and the process is complete, the system automatically generates officer payroll and a client invoice.

eHub Customer Self-Service (CSS) and Employee Self-Service (ESS) offers mobile data and information management for our officers, managers, supervisors and clients.

- Managers and supervisors may conduct all sorts of activities in the field, including conduct paperless quality assurance inspections; monitor schedules, compliances, rosters, instantly address problems; and manage HR changes and time-off requests.
- Clients may view employee rosters and schedules, generate time and attendance reports, print invoices, request extra coverage, and more.
- Security officers may view schedules, pay information, vacation status, company communications, licensing and certification status, and more.

With the launch of our **Central Technology Center (CTC)**, our team of security experts will create a comprehensive blended security program that best meets your needs. To add another layer of protection to help keep your business safe at every location, our CTC offers virtual guard services, remote CCTV monitoring, access control and much more to supplement your existing security program.

Our state-of-the-art remote monitoring facility is located in our corporate headquarters and is manned 24 hours a day, 7 days a week by trained security personnel who review every signal received by our station and respond to trigger events within a matter of seconds.



Our round-the-clock Central Technology Center provides state-of-the-art security services.

QUALITY ASSURANCE

At Walden Security, our quality is uncompromising. Our company-wide ISO® 9001:2008 Certified Quality Management System (QMS) guarantees the highest quality security service. As one of only five security firms in the nation with a company-wide ISO® Certified QMS, our clients rely on Walden Security to continually monitor and measure our performance to deliver exceptional service.

Through the ISO® QMS, Walden Security guarantees our service will conform to our quality standards, including the following Key Performance Indicators (KPIs):

Staffing: Maintain acceptable levels at all times.

Training: Comply with all training, licensing and certification requirements.

Technology: Ensure that all devices are in working order and properly used.

Vehicles: Confirm that all are clean and in working condition.

Uniforms and Appearance: Guarantee that officers comply with uniform and appearance standards.

Employee Paychecks: Must be on time and error-free.

Client Invoices: Must be on time and error-free.

Reports: Must be timely, thorough, legible and accurate.

Inspections and Penetration Drills: Conduct periodic, unannounced site inspections and penetration drills.

Guard Tour Rounds: Conduct and report all mobile and foot patrol rounds.

Post Orders: Post Orders are maintained and up to date. Officers comply with Post Orders at all times.

Client Satisfaction: Clients participate in periodic surveys to evaluate overall satisfaction with our service.

With the WinTeam Checkpoints app, supervisors record inspection results on the spot. Results are instantly uploaded to the eHub Customer Self-Service portal, giving clients real-time QA data for every post.

SITE INSPECTIONS

At Walden Security, we believe *"You can expect what you inspect."* Our field supervisors conduct random, unscheduled and unannounced post inspections during which security officers are evaluated on uniform and personal appearance, post appearance, job performance and knowledge, presence of Post Orders, safety precautions and quality of reports.

Inspections offer members of our management team the opportunity to work with the officers to provide continual, hands-on training and supervisory support.

Unannounced inspections confirm that security officers are proficient at their duties as they are observed.

The impending nature of inspections ensures that officers are always performing their duties to standard or beyond.

Inspectors document their findings and compare the data with corporate performance standards to ensure those standards are met. During subsequent surveys, we review the previous survey to ensure that all corrective and preventive actions have been completed.

THE GOLDEN GUARANTEE

In conclusion, we offer you the Walden Security Golden Guarantee. It's simple:

IF YOU ARE NOT SATISFIED WITH THE QUALITY OF OUR SERVICE ON ANY SHIFT, YOU DON'T PAY.

We immediately discuss any issues you may have with our service and implement corrective action procedures as necessary to ensure the problem does not arise again. The key to successful problem identification and elimination is communication. If you are not happy with our service, we want you to contact your general manager as soon as possible in order to address the problem.

We can't say it enough. We believe that people do business with people, not companies.

At Walden Security, we measure our success by your satisfaction. In fact, we put it in writing, providing you with a signed Golden Guarantee to demonstrate the level of our commitment.



In these pages, we have demonstrated that Walden Security is *Setting the Standard by Setting the Example*.® We hope we've shown you that we set ourselves apart with a distinctively effective recruiting and screening process, an exceptionally thorough and rigorous training process, a detailed transition process that leaves no stone unturned, a security presence that grants peace of mind, and a customer service ethic that delivers incomparable quality to you and your customers. Every day, for clients around the nation, we stake our reputation on fulfilling these duties.

Thank you for the opportunity to present our proposal for your security services. We know that when you join forces with Walden Security, we become the face of your company. It's confidence well placed, as our skilled, principled and dedicated team will deliver incomparable service that reflects well on Walden Security and, most importantly, you.